

AMENDMENTS TO THE SPECIFICATION

Please amend paragraphs [0011]- [0012] as follows:

[0011] ~~Some~~ Embodiments of the present invention provide a method[[s]], a system[[s]], and a computer program product[[s]] for resolving problems in a business process. The business process includes a plurality of application programs that run on an Information Technology (IT) infrastructure having a plurality of IT components. A symptom is generated that identifies a problem in the business process. Selected application programs in the plurality of application programs and/or selected IT components in the IT infrastructure that may cause the problem in the business process are identified, based on the symptom. The selected application programs and/or IT components may be the application programs and/or IT components that are used when implementing the business process. Status of the selected application program and/or IT components can be obtained by obtaining a respective situation for a respective application program and/or IT component. The respective situation is one of a set of component-independent predefined situation categories that is associated with a respective selected application program and/or IT component. It will be understood that every one of the selected application programs and/or IT components need not have a situation present at a given time. The respective situations can provide the status of the selected application programs and/or IT components in a common situation format that includes the associated one of the component-independent predefined situation categories. The respective situations that are obtained are analyzed to identify at least one problem in the selected application programs and/or selected IT components that may cause the problem in the business process.

[0012] In some embodiments, the ~~analyzing~~ analysis is followed by automatically identifying corrective action in the IT infrastructure and/or selected application programs based on the at least one problem in the selected IT components and/or selected application programs In other embodiments, a common action format representation of the corrective action that is identified is generated. The common action format representation can be applied to a component in a generic fashion.